



ILLINOIS

Rod R. Blagojevich, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Paul J. Campbell, Director


MEMORANDUM

TO: All Consolidated Agency Chief Information Officers

FROM: Antonio Daniels, Deputy Director and Bureau Chief
CMS/Bureau of Communication and Computer Services

DATE: December 8, 2006

SUBJECT: Change in Network Support for CISCO LAN Network Hardware

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To take advantage of our new consolidated agency support structure and help save the State of Illinois an estimated \$1.2 million, CMS has cancelled IBM support on all Cisco network hardware that is included as part of the LAN consolidation. Maintenance and support will now be handled by the CMS BCCS LAN Services Team.

CMS will maintain a four-hour response time for areas within a two-mile radius of Springfield and Chicago, and an eight-hour response time for sites outside of Springfield and Chicago. In addition, CMS BCCS LAN Services will be meeting with agencies to determine which sites are considered higher priority in an effort to build redundancy and meet faster response times where possible.

Cisco Smartnet has been purchased for devices that are not end of life, while failed hardware not covered under Cisco Smartnet will be replaced with new equipment.

If you have any questions or concerns, please contact LAN Services Manager Joe Anderson at (217) 558-1680 or joe.anderson@illinois.gov.